CIT Customer Service Report for the Network Operations Center

For the period: Friday, June 01, 2007 12:00:00 AM to Saturday, June 30, 2007 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED			CLOSED			AVG MIN
	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
NIHnet											
Chronic-Other	1	0	0	0	0	0	0	0	1	0	6
Chronic-Remote Access Parachute	1	0	0	0	0	0	1	0	0	0	0
Chronic-Remote Access VPN	0	0	0	1	0	0	1	0	0	0	0
DNS	1	0	0	0	0	0	0	1	0	0	4
HazCon-Access	0	0	0	1	0	0	0	0	0	1	0
HazCon-Distribution	0	1	0	0	0	0	0	0	1	0	0
HazCon-FACnet	1	2	0	0	0	2	0	0	1	0	0
HazCon-Other	0	2	0	1	0	1	1	0	1	0	0
HazCon-Wireless	1	0	0	0	0	0	0	1	0	0	17
Impairment-Access	4	3	0	1	0	0	1	0	3	4	28
Impairment-Bldg 12 Data Center	1	0	0	0	1	0	0	0	0	0	0
Impairment-Core	0	1	0	0	0	0	0	0	1	0	0
Impairment-Distribution	0	2	0	0	0	0	0	0	2	0	0
Impairment-FACnet	1	3	0	0	0	1	0	0	3	0	2
Impairment-Other	4	5	0	0	0	2	2	0	5	0	7

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	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
Impairment-Wireless	5	0	0	1	0	1	1	0	1	3	6
Inquiry	12	17	0	4	0	7	3	2	13	8	8
Inquiry-Remote Access Parachute	1	0	0	0	0	0	0	1	0	0	8
LAN Closet	23	0	0	3	0	0	0	1	12	13	5
Maintenance-Access	1	4	0	1	0	2	1	0	1	2	1
Maintenance-Bldg 12 Data Center	3	0	0	1	2	0	0	1	0	1	2
Maintenance-Distribution	0	1	0	1	0	1	1	0	0	0	0
Maintenance-DMZ	0	0	0	2	0	0	0	0	0	2	0
Maintenance-Facilities HVAC	2	0	0	0	1	1	0	0	0	0	0
Maintenance-Facilities Power	8	0	0	0	0	1	0	6	1	0	13
Maintenance-FACnet	0	2	0	6	0	2	5	0	0	1	0
Maintenance-NIH Customer	0	1	0	0	0	1	0	0	0	0	0
Maintenance-Other	12	3	0	1	4	2	1	8	0	1	8
Maintenance-Remote Access Parachute	0	0	0	1	0	0	1	0	0	0	0

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	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
Maintenance-Remote Access VPN	2	0	0	2	0	0	1	0	0	3	4
Maintenance-Sterling CIT Data Center	0	0	0	1	0	0	1	0	0	0	0
Maintenance-Vendor	0	1	0	0	0	1	0	0	0	0	0
Maintenance-Wireless	0	3	0	2	0	1	1	0	2	1	0
Network NMS-Device Config Backup	0	6	0	0	0	0	2	0	1	3	17
Network NMS-NMS Element Manage	0	8	0	1	0	0	1	0	0	8	0
Network NMS-NMS Element Un-manage	0	2	0	4	0	3	0	0	1	2	0
Network Sec-Firewall	3	2	0	8	0	0	6	0	3	4	2
Network Sec-Other	0	7	0	5	0	1	1	0	6	4	0
Network Sec-Router ACL	0	2	0	0	0	0	0	0	2	0	0
Outage-Access	3	3	0	0	0	0	0	1	4	1	12
Outage-Bldg 12 Data Center	6	3	0	1	0	1	0	6	2	1	9
Outage-FACnet	0	13	0	0	0	0	0	0	12	1	0
Outage-NIH Customer	1	2	0	0	0	0	0	0	3	0	1
Outage-Other	4	13	0	0	0	1	0	4	10	2	8

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	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
Outage-Sterling CIT Data Center	0	1	0	0	0	0	0	0	1	0	0
Outage-Vendor	0	2	0	0	0	0	0	0	2	0	0
Outage-Wireless	0	22	0	0	0	1	0	0	19	2	0
Server Support-DNS	3	0	0	1	0	0	1	1	0	2	13
Server Support-Other	6	0	0	1	0	0	0	5	0	2	9
Server Support-Server Admin	1	0	0	0	1	0	0	0	0	0	0
Server Support-TACACS	0	0	0	6	0	0	0	0	0	6	0
Service Prov-Access	2	0	0	1	0	0	0	0	3	0	7
Service Prov-Bldg 12 Data Center	2	0	0	2	0	0	1	0	0	3	4
Service Prov-FACnet	0	1	0	1	0	0	1	0	1	0	25
Service Prov-IP Address Admin	17	1	0	1	0	0	5	2	1	11	9
Service Prov-Other	16	0	0	0	0	0	1	1	8	6	4
Service Prov-Port Add	58	1	0	2	0	0	8	2	18	33	6
Service Prov-Port Change	36	1	0	1	0	2	5	1	12	18	6
Service Prov-Port Move	2	0	0	0	0	0	1	0	0	1	8

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Service Prov-Remote Access VPN	0	0	0	2	0	0	0	0	0	2	0
Service Prov-Wireless	4	0	0	2	0	2	1	0	1	2	2
Grand Total:	**248**	**141**	**0**	**69**	**9**	**37**	**56**	**44**	**158**	**154**	**5**

Total Tickets Closed:	**356**
Total Tickets Assigned/Pending/Checked Out:	**102**
Total Tickets Created:	**458**